

CLAIMS

In the claims:

1 1. A method for managing a computer system, comprising:
2 initiating a reset of the computer system from a remote location; and
3 running diagnostic software on the computer system downloaded from the remote
4 location.

1 Sub 2. The method of Claim 1, wherein initiating the reset of the computer system
2 from the remote location, comprises:
3 interfacing the computer system via a remote connection; and
4 sending a request to a shut down agent in the computer system via the remote
5 connection.

1 3. The method of Claim 1, further comprising the step of interrogating the
2 computer system to determine types of diagnostic software to download onto the computer
3 system.

1 4. The method of Claim 3, wherein interrogating the computer system
2 comprises retrieving BIOS information from the computer system.

1 5. The method of Claim 1, further comprising the step of downloading
2 diagnostic software onto the computer system.

1 6. The method of Claim 5, wherein downloading diagnostic software onto the
2 computer system comprises transmitting data that includes diagnostic software code and a
3 location in memory to write the diagnostic software code to a communications driver in the
4 computer system.

1 7. The method of Claim 2, wherein interfacing the computer system via a
2 remote connection, comprises interfacing the computer system via an Ethernet connection
3 to a management module connected to the computer system.

1 8. The method of Claim 2, wherein interfacing the computer system via a
2 remote connection, comprises interfacing the computer system via a modem connection to a
3 management module connected to the computer system.

1 9. The method of Claim 2, wherein interfacing the computer system via a
2 remote connection, comprises interfacing the computer system via a serial connection to a
3 serial interface connected to the computer system.

1 10. The method of Claim 2, wherein interfacing the computer system via a
2 remote connection, comprises interfacing the computer system via a modem connection to a
3 serial interface connected to the computer system.

1 11. A method for managing a computer system, comprising:
2 determining whether a remote computer system is requesting a diagnostic session;
3 and
4 writing diagnostic software code received from the remote computer system into
5 locations in memory as specified by the remote computer system.

12. The method of Claim 11, wherein determining whether a remote computer
2 system is requesting a diagnostic session, comprises:
3 transmitting a query message to the remote computer system via a communications
4 interface; and

5 monitoring the communications interface for a diagnostic session request message
6 from the remote computer system.

1 13. The method of Claim 11, further comprising determining whether the
2 remote computer system is authorized to participate in the diagnostic session.

1 14. The method of Claim 11, further comprising executing the diagnostic
2 software.

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15. A computer-readable medium having a sequence of instructions stored
2 thereon, the sequence of instructions, when executed by a processor, causes the processor
3 to perform the steps of:
4 determining whether a remote computer system is requesting a diagnostic session;
5 and
6 writing diagnostic software code received from the remote computer system into
7 locations in memory as specified by the remote computer system.

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1 16. The computer-readable medium of Claim 15, wherein determining whether
2 a remote computer system is requesting a diagnostic session, comprises:
3 transmitting a query message to the remote computer system via a communications
4 interface; and
5 monitoring the communications interface for a diagnostic session request message
6 from the remote computer system.

1 17. The computer-readable medium of Claim 15, further comprising
2 instructions which when executed by the processor causes the processor to determine
3 whether the remote computer system is authorized to participate in a diagnostic session.

1 18. The computer-readable medium of Claim 15, wherein the computer-readable
2 medium is a read only memory and the sequences of instructions are in a Basic Input
3 Output System (BIOS) of a computer system.

1 19. An apparatus, comprising:
2 a shutdown agent that resets a computer system in response to receiving a shut
3 down request from a remote computer system;
4 a session manager that determines whether the remote computer system is
5 requesting a diagnostic session; and
6 a data handler that writes diagnostic software code received from the remote
7 computer system into locations in memory as specified by the remote computer system.

1 20. The apparatus of Claim 19, further comprising a session authorizer that
2 determines whether the remote computer system is authorized to request the diagnostic
3 session.

1 21. The apparatus of Claim 19, further comprising a system status provider that
2 provides the remote computer system with information to determine types of diagnostic
3 software to download to the computer system.

1 22. A computer system, comprising:
2 a bus;
3 a processor coupled to the bus;
4 a memory coupled to the bus;
5 a diagnostic manager, coupled to the bus, that includes a shut down agent that
6 resets a computer system in response to receiving a shut down request from a remote

7 computer system, a session manager that determines whether the remote computer system
8 is requesting a diagnostic session, and a data handler that writes diagnostic software code
9 received from the remote computer system into locations in memory as specified by the
10 remote computer system.

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